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ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2011 93647Date: 3/2/2011Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Arizona Corporation Commission

DOCKETED

MAR 4 2011

Complaint By: First: Last:
Storm Rogers JohnsonAccount Name: Storm Rogers JohnsonHome:

DOCKETED BY

Street:Work: (000) 000-0000City: TucsonCBR:State: AZ Zip:is: E-MailUtility Company: Southwest Gas CorporationDivision: GasContact Name:Contact Phone:Nature of Complaint:

*****RECEIVED FROM COMMISSIONER STUMP'S OFFICE*****

From: Storm Johnson [mailto:
Sent: Saturday, February 26, 2011 6:03 PM
Subject: The Southwest Gas Fiasco

February 26, 2011

The pathetic response of Southwest Gas to the recent "gas shortage" in Tucson (Feb 3-7, 2011) vividly demonstrated the corporation's failure to develop a 'Plan B' that would adequately respond to an emergency. Incomplete and conflicting information, inadequate customer service, no apparent concern for the hardships experienced by its' customers, all clearly demonstrated that Southwest Gas has only one overriding concern -- its own bottom line. Any corporation protest to the contrary is too late and way too little.

Southwest Gas made it clear early on that they would offer no financial assistance to customers affected by the shortage. While they took their time to restore service, their lawyers and lobbyists very quickly found every legal loophole in its' Arizona contract that would exonerate Southwest Gas of any financial responsibility. That, however, does not relieve the company of its' ethical and moral responsibility as a corporate citizen, one that enjoys a monopoly in providing a product that is essential to the well-being of residents and businesses that it has theoretically pledged to serve. In meeting those responsibilities, Southwest Gas has opted to hide behind the letter of its' contract and to evade any other responsibility.

In November 2010, Southwest Gas initiated the request for its' latest rate increase. It is incumbent upon all Southwest Gas customers, including those not directly affected by the "shortage", to contact the Arizona Corporation Commission (www.mailmaster@azcc.gov) and to strongly express their opposition to this request. If this increase is approved, it will only serve to re-assure Southwest Gas that poor performance and poor planning is acceptable. And, that rewarding its' officers and stockholders is more important than serving and

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supporting its' captive customers.

Storm Rogers Johnson

Tucson, AZ 86749

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/2/11 I tried to contact consumer and left a voicemail informing her that her opinion/comment had been received and it has been filed in the Generic investigation docket and that it will be filed in the SWG rate application docket. I left my name and telephone number to call if she had any questions.

Opinion noted and filed in SWG rate application in docket no. G-01551A-10-0458.
This same opinion has been filed in the Generic Investigation docket No. G-00000C-11-0081.

3/2/11 I received a call from consumer and I explained that her opinion had already been filed in the Generic investigation docket. I explained that her opinion will also be filed in the SWG rate matter. I explained that there was a meeting today regarding this situation. She expressed that she would like to have some of these hearings held in the Tucson area. I explained that I did not know where any of the hearings would be held and I suggested that she monitor the docket for future scheduling of hearings. I gave her the docket number to reference. She appreciated that she had received a return call. Closed

End of Comments

Date Completed: 3/2/2011

Opinion No. 2011 - 93647
